

Changes Made to Premera ERA files

If you are suddenly unable to post your electronic remittance files that you download from the Premera website (Connectiva,) it is because of changes that have been to the filenames as they are posted on the Connectiva site. An explanation and solutions for the issue are below:

The Premera Clearinghouse (also known as Connectiva) changed the way the Premera and Lifewise Electronic Remittance files (also known as ERA or 835 files) are posted on the Connectiva website. You may have noticed the filenames have changed from the previous '835.new' and '835.1' naming conventions to a new way that looks like '835070152011123456789.txt'

The '.txt' part of the file is called the 'file extension.' The '.txt' file extension is usually reserved for documents that are meant to be read by humans, like a Word document or a Notepad document. Premera has chosen to use this file extension for files that are meant to be processed by a software application, and that has caused the problem.

For the file to be posted in Medisoft Revenue Management, the file extension has to be something *other* than '.txt' or '.pdf .' We suggest '.era' , though it can be almost anything except '.txt, '.pdf' or '.exe. '

This means the user must take an extra step. The user must change the name of the file to have a different extension. This can be done when downloading the report (using the 'save as' function of the browser, if available) or renaming the file once it has been downloaded to the local computer but before the file is opened in Revenue Management.

Since the placement of the file is specific to each of our clients, and the 'save as' function of the browser differs amongst browsers and even different versions of the same browser, it is not possible to post the necessary instructions here. If you are not familiar with changing filenames and would like assistance, please call CompuHealth's Medisoft support line at 1-800-592-9826 and choose option 1. The first available support technician will happy to assist you. Usual support charges will apply.

Thank you for using Medisoft and CompuHealth NW. We appreciate your business.